

Public Comments for Service Standards for Market-Dominant Mail Products;
86 FR 21675; 39 CFR 121

My comment on Postmaster General DeJoy's proposed changes to the United States Postal Service (USPS) in his ten year plan is to deny it all. I fully understand the USPS is in a massive and chronic deficit situation. However, much of that situation could be mitigated by a repeal of the mandate to fund the future seventy-five years of health benefits for retired postal workers. Although repeal of that mandate may not eliminate all of the USPS deficit, lobbying legislators to rescind the mandate would be a better use of resources than approving DeJoy's plan.

Clearly, in his proposed ten year plan, his testimonies in front of Congress, and his dealings with employees, Postmaster General DeJoy has no idea what 'Service' means in the US Postal Service. My grandfather spent his career in the USPS from around the late 1890s to 1945. He started his USPS career with a Rural Free Delivery (RFD) horse pulled wagon and sleigh in the winter. He used to take the newly hatched chicks sent to farmers home with him if they would have to stay at the post office over night. (I have read that De Joy's Postal System lets the chicks that are still being delivered to farmers this way die because of his imposed delivery delays.) My grandfather knew what Service in the Postal Service meant. His son, my uncle, spent his career in the USPS also, from the 1920s to the mid-1970s. He even worked in the Army postal system overseas during World War II. He made sure the troops could communicate through V-Mail and packages with their families and friends back home. My uncle knew what Service in the Postal Service meant. Even my sister spent five years in the 1990s as a temporary RFD mail carrier. She bought a second car dedicated to driving her mail route since she was not eligible for a Postal vehicle. She knew what Service in the Postal Service meant. While the Postal Service is an independent Federal government agency/private business hybrid trying to balance the bottom line, it is first and foremost a Service.

Postmaster General DeJoy thinks support of the unique, honorable, and fundamental element of service in the Postal Service should not be a priority or, if possible, eliminated. I have been on the receiving end of his dismissiveness concerning service. For example, my friend sent me Christmas presents via Priority Mail from Newtown, PA (a suburb of Philadelphia) on December 3, 2020, and I received them in Crystal Lake, IL (a suburb of Chicago) on January 3, 2021. Delivery took 31 days. We had tracking on the packages and, after seventeen days of the packages not moving from Newtown, PA, my friend and I filed complaints with the Post Office. Within three days of those complaints, the tracking numbers for the packages 'mysteriously' disappeared from the USPS tracking system. On December 31, 2020, the tracking numbers 'magically' returned to the Postal tracking system and three days later I received the packages. This incident epitomizes how Postmaster General DeJoy minimizes service. Before and since then, but all since DeJoy was appointed, I have also experienced long delays in other packages, irregular processing and delivery of all mail that used to come like clockwork, and dangerous delays in delivery of medication which my health insurance company, like many others, requires I get through the mail.

As I understand it, Postmaster General DeJoy wants to rescind Priority Mail, slow down First Class Mail, close many Post Offices, and stop using aircraft to ship mail within the continental United States in his ten year plan. He wants to do all of this harm and more while increasing the cost of a First Class stamp this summer. This is absurd and seriously unbelievable. From the beginning of his tenure, DeJoy has removed postal sorting machines, reduced blue mail collection boxes, and reduced overtime for postal workers. He has mandated that postal carriers start their routes at a specific time whether their vehicle has all the day's mail or not, and he has limited Post Office hours, along with many other reductions and limits imposed on the USPS. Last year, he was stopped from completing all of the destruction that he wanted to do. However, he didn't restore the service and hardware elements that he had all ready changed, removed or destroyed. If DeJoy's ten year plan is adopted, the USPS will become a shadow of its former self. I am sure that is what this Postmaster General wants to happen. He would like most of the work of the USPS to be subsumed by private carriers. However, no private carrier will match the service component of the USPS (before Postmaster DeJoy), no private carrier will pick up the high cost portions of mail service, and, certainly, no private carrier will care about things like the life of newborn chicks mailed to farmers.